



Los Angeles County – Department of Health Services
EMERGENCY MEDICAL SERVICES
ANNUAL UPDATE 2013
(Fiscal Year 2012-2013)



EXECUTIVE SUMMARY

Health and Safety Code, Division 2.5, Section 1797.254, requires the Emergency Medical Services (EMS) Agency to submit an EMS Plan to the State EMS Authority and follow it with annual updates thereafter. Attached is the Los Angeles County 2013 Annual Update which provides the required information on the status of our system and the EMS Agency's progress toward meeting long-range goals.

SYSTEM STATUS:

OLD BUSINESS

Communications:

In 2013, the EMS Agency worked with the County Internal Services Department (ISD) to replace outdated radio equipment at several of the county's radio towers in order to improve our current communication system.

Efforts to evaluate and address the capabilities of a 30-year old communications system and determine future needs continue. The EMS Agency is an active participant and voting member of the governing body of the Los Angeles Regional Interoperable Communications System (LA-RICS) Board of Directors. LA-RICS' mission is to provide the finest mission-critical communication system with unwavering focus on the needs of the public safety professional, designed and built to serve law enforcement, fire service, and health service professionals (first responders) throughout Los Angeles County.

With over 80 public safety agencies and approximately 34,000 first-responders, and encompassing a sprawling terrain of over 4,060 square miles that approximately 10 million people call home, the Los Angeles region seeks a modern interoperable public safety broadband network that allows multiple agencies to respond to the widest possible variety of emergencies. The LA-RICS Authority (JPA) is proposing to deploy a 700 MHz public safety mobile broadband network across all of Los Angeles County, featuring almost 300 wireless 700 MHz public safety broadband sites using new and existing infrastructure, fixed microwave backhaul rings, and 100-miles of high-capacity fiber backbone. The network would enable computer-aided dispatch, rapid law-enforcement queries, real-time video streaming, medical telemetry and patient tracking, geographic information systems services for first responders, and many other broadband-specific applications.

The contract to design, install and implement the Los Angeles Regional Interoperable Communication System (LA-RICS) was awarded to Motorola. LA-RICS is currently going through the system design phase, and this phase may last upwards of a year. The design will utilize a UHF/700 MHz hybrid system.

ANNUAL UPDATE 2013
(Fiscal Year 2012-2013)

LA-RICS will support rapid, safe, effective public safety response during daily operations, and support faster, better-coordinated, large-scale responses to emergencies such as wildfires, earthquakes, or other disasters. The Los Angeles Region is designated as a high-threat area by the Department of Homeland Security. The new system will mitigate this threat by providing more efficient and effective emergency response.

On November 19, 2012, EMS completed the migration of all the Medical Channels at the remote radio sites and County Operated Hospitals from wide band to narrow band. The channel previously called Med 9 is now called Med 10. The frequency pairs and CTCSS tone remain the same. Additionally effective November 19, 2012 the Hospital Emergency Administrative Radio (HEAR) will be referred to as VMED28. This step was taken in order to comply with the Association of Public Safety Communication Officers (APCO) and the National Public Safety Telecommunications Council (NPSTC) Standard Channel Nomenclature for the Public Safety Interoperability Channels.

Currently pre hospital on-line medical control is provided by 20 acute care hospitals. Two (2) of these hospitals are operated by the Department of Health Services (DHS). Staff providing on-line medical control is employed by the hospitals under the direction of the Pre-hospital Care Coordinator (nurse) and a Medical Director (physician). In calendar year 2012, the base hospitals handled 256,188 contacts. In addition to field medical control, the hospital staff is also responsible for continuing medical education and quality assurance.

The communication equipment used for medical control is purchased, installed and maintained by the participating hospitals. Except for a few exceptions all hospitals are assigned a primary communication channel and a back-up. In addition, hospitals provide a minimum of two telephone lines to be used for paramedic access. Due to the Los Angeles topography some hospitals must maintain remote radio sites to provide communication to some outlying field units. These remote sites are connected to the base hospital using leased lines, leased by the base hospitals.

Los Angeles County maintains a network of high remote radio sites that are available to extend local hospital communication when necessary. The county's back haul circuits (i.e. fiber, microwave) interfaces with the hospital lease lines at local county buildings. The county remote radio sites along with the circuits are maintained by the Los Angeles County Internal Services Department (ISD).

Data:

In order to provide for expansion, facilitate information sharing, and enable implementation of system wide performance improvement, a Homeland Security grant was obtained that has allowed for expansion and refinement the Trauma and Emergency Medical Information System (TEMIS). As the result, our goal of joining all EMS databases has been partially met – the provider, base hospital, and trauma center databases have been joined with full reporting capabilities, and efforts to add the SRC and ASC databases continue. In addition, work with Lancet has begun on a web-based solution that will streamline access and maintenance.

Challenges include reconciling duplicate and blank records, and accurately linking records throughout the databases. While the sequence number functions as the primary unique

ANNUAL UPDATE 2013
(Fiscal Year 2012-2013)

identifier, probabilistic matching and manual review of records – which is very time-consuming – will also need to be utilized.

In addition, the EMS Agency continues working with individual providers to implement electronic data collection. Los Angeles City Fire Department, which accounts for approximately 35 percent of EMS responses, has significantly improved its ability to successfully submit data to the EMS Agency. The following departments have implemented electronic patient care records with electronic data submission to the EMS Agency; Burbank Fire Department, Glendale Fire Department, Monterey Park Fire Department, Pasadena Fire Department and San Marino Fire Department.

Research:

The Field Administration of Stroke Therapy-Magnesium Trial (FAST-MAG Study) that allows paramedics to administer medication in the field to potential stroke victims came to a close December 5, 2012 with the enrollment of the 1700th and final patient. It took 7 years, 10 months and 8 days from the first enrollment to the last. This study was the largest randomized prehospital stroke study ever done and is a testament to the contribution to stroke and prehospital research by LA and Orange County, the 37 fire based EMS provider agencies and 60 hospitals that participated. Although final analysis of the data is pending, early process results, based on the first 1486 patients enrolled, show the median time to treatment is 49 minutes. This is significantly less than traditional imaging studies which typically indicate the time for treatment to be three to four hours.

NEW BUSINESS:

Director serves as President of the EMSAAC

During Fiscal Year 2012-13, EMS Agency Director Cathy Chidester, served as the President of the Emergency Medical Services Administrators Association of California (EMSAAC). EMSAAC was formed in 1992, establishing their mission *To strengthen and promote local Emergency Medical Services (EMS) systems to benefit the public.* EMSAAC supports local EMS administrators and ensures policy and legislative initiatives are consistent with the provision of quality emergency medical services. During her tenure, Ms. Chidester was instrumental in leading the development of EMSAAC's newest Strategic Plan. Other accomplishments that occurred under her leadership included legislative reform and coordination of a productive annual conference.

Sidewalk CPR:

On June 4, 2013, thanks to a unique collaboration between the EMS Agency, the Los Angeles County Fire Department, and the American Heart Association, over 7,000 residents of Los Angeles County learned the basics of "hands only" cardiopulmonary resuscitation (CPR). BLS-certified personnel were provided by fire stations, ambulance companies, and hospitals to train residents in the simple "hands only" CPR technique that is vital to saving the life of someone in sudden cardiac arrest. During this year's event, thousands of residents were trained in the basics.

Exclusive Operating Area (EOA) Committee for 2016:

In anticipation of the 2016 competitive bidding process for EOAs, the EMS Agency is convening a committee to begin meeting regarding upcoming request for proposals. The Emergency Ambulance Transportation Services Agreements will be expiring May 31, 2016.

EMS System Data Report:

Our second annual *EMS System Data Report* was presented in June, 2013. The goals of the systemwide data report include:

- Provide EMS data to our system participants and in doing so encourage them to recognize the importance of their data in managing our system.
- Highlight data gaps and their impact on our ability to make data driven decisions and to properly evaluate the quality of patient care provided.
- Demonstrate how the EMS system design parallels the healthcare needs of the community in addressing the leading causes of death and disability (heart attack, stroke, and trauma) as reported by Public Health.

Without a robust and real time data, management of our system is always playing “catch” up with system wide events. A copy of the *EMS System Data Report* is included in the documents submitted with this annual update.

Pediatric Surge Plan:

After two years of planning, the Los Angeles (LA) County Pediatric Surge Plan is finally completed. The plan, developed in collaboration with Children’s Hospital Los Angeles (CHLA), has the potential to double the number of available pediatric acute care (PAC) beds and increase the number of pediatric intensive care unit (PICU) beds by 140% during an emergency.

The initial step in developing the surge plan was identifying the existing gaps. To do this CHLA conducted a countywide assessment of the current status of pediatric services and found the following:

- Limited pediatric bed capacity on a daily basis.
- Geographic variability of pediatric bed capacity.
- Limited pediatric specialty physician resources in hospitals.
- Varying availability of staff with pediatric training.
- Availability of pediatric critical care supplies.

As part of the plan development, each hospital participating in the Hospital Preparedness Program (HPP) was assigned to a tier based upon the type of pediatric service they currently provide. Then each hospital tier was assigned a surge target in order to increase the county’s available pediatric beds during a disaster.

The EMS Agency, again in collaboration with CHLA, provided six pediatric surge training classes December 2012 through March 2013. These training classes provided an overview of the pediatric surge plan but mainly focused on updating the pediatric management skills of clinical staff to enable them to manage pediatric patients. Training for prehospital personnel (paramedics and mobile intensive care nurses) was provided through EMS Update 2013.

EMS Conducts Volunteer Disaster Exercise

On April 26, 2013, the Los Angeles County (LAC) Emergency Medical Services (EMS) Agency conducted a countywide exercise of its Disaster Healthcare Volunteer (DHV) program. LAC DHV is part of a nation-wide federally funded program of pre-registered, pre-credentialed healthcare volunteers capable of working in hospitals and other clinical and public health settings in the event of disasters and health emergencies.

The exercise was a culmination of a three-year training and exercise program that is unique among counties in California. This full-scale exercise tested the County's ability to respond to a large disaster using its DHV program. Although the needs may range from staffing relief at a hospital heavily impacted by an earthquake to providing flu vaccines at a public health clinic, the key to a smooth response is advance registrations, planning and periodic drills and exercises. A special thank-you to the 200 volunteers and the healthcare facilities that participated, including California Hospital Medical Center, Henry Mayo Newhall Memorial Hospital, Providence Little Company of Mary San Pedro, PIH Health Hospital, Northridge Hospital Medical Center, Santa Monica – UCLA Medical Center, Venice Family Clinic and Eisner Pediatric & Family Medical Center in making this exercise a huge success.

Annual EMS Update

During this fiscal year from March to June 2013 LAC EMS Agency educated 3736 licensed paramedics and 880 certified Mobile Intensive Care Nurses (MICNs) in the following topics.

- Oxygen titration
- Emergency Childbirth with care of the newborn infant
- Los Angeles County Pediatric Surge Program

Every active paramedic and MICN in LAC is required to attend the EMS Update on an annual basis. This education is developed by the LAC EMS Agency with input from the Base Hospitals and Provider Agencies in LAC; and then the education is conducted by the Base Hospitals and Provider Agencies for their personnel.

FACILITY / PROVIDER CHANGES:

Approved Stroke Centers (Total of 29 facilities, additions are noted in **BOLD**. An ASC map is included with the documents submitted.):

- Antelope Valley Hospital (February '12)
- Cedars-Sinai Medical Center (November '09)
- Garfield Medical Center (April '11)
- Glendale Adventist Medical Center (November '09)
- Henry Mayo Newhall Memorial Hospital (April '10)
- Huntington Memorial Hospital (December '09)
- Kaiser Los Angeles Medical Center (November '10)
- **Kaiser Foundation Hospital – Panorama City (June '13)**
- Kaiser Foundation Hospital – Woodland Hills (June '11)
- Long Beach Memorial Medical Center (November '09)
- Los Alamitos Medical Center (*Orange County*) (November '09)
- Los Robles Hospital & Medical Center (*Ventura County*) (October '10)

ANNUAL UPDATE 2013
(Fiscal Year 2012-2013)

- Methodist Hospital of Southern California (August '10)
- Northridge Hospital Medical Center (November '09)
- Pomona Valley Hospital Medical Center (January '11)
- Presbyterian Intercommunity Hospital (November '09)
- Providence Little Company of Mary – San Pedro (November '09)
- Providence Little Company of Mary Medical Center - Torrance (June '10)
- Providence Holy Cross Medical Center (June '10)
- Providence St. Joseph Medical Center (November '09)
- Providence Tarzana Medical Center (June '10)
- Ronald Reagan UCLA Medical Center (November '09)
- St. Jude Medical Center (*Orange County*) (December '09)
- St. Mary Medical Center (May '11)
- Torrance Memorial Medical Center (November '09)
- Valley Presbyterian Hospital (June '11)
- Verdugo Hills Hospital (January '12)
- West Hills Hospital & Medical Center (August '11)
- White Memorial Medical Center (December '09)

Licensed Ambulance Operators (Total of 31 licensed companies, additions are indicated on **BOLD**. Reference No. 401.1, Licensed Ambulance Operators, is included with the documents submitted.):

- **Adult Medical Transportation, Inc.**
- Aegis Ambulance Service, Inc.
- AmbuServe Inc.
- American Medical Response of Southern California
- AmeriCare Ambulance
- AmeriPride Ambulance
- Antelope Ambulance Service
- Bowers Companies, Inc.
- Care Ambulance Service
- **Elite Ambulance, Inc.**
- Emergency Ambulance Service, Inc.
- Gentle Care Transport
- Geber Ambulance Service
- Guardian Ambulance Service
- Impulse Ambulance, Inc.
- Liberty Ambulance Service
- Mauran Ambulance Service
- MedCoast Ambulance Service
- Med-Life Ambulance Service, Inc.
- MedReach Ambulance
- MedResponse, Inc.
- Mercy Air
- Mercy Ambulance Service
- Priority One Medical Transport, Inc.

ANNUAL UPDATE 2013
(Fiscal Year 2012-2013)

- PRN Ambulance, Inc.
- Rescue Services International, Ltd.
- Schaefer Ambulance Service
- Symons Ambulance
- Trinity Ambulance and Medical Transportation, LLC
- West Coast Ambulance, Inc.
- Westmed/McCormick Ambulance Company